



Cooperation and Collaboration

State/Local/VA Partnership – A Model
of Caring for Returning Veterans

SAMHSA/TCA 2006 Meeting

Washington, DC

The Goal: Meeting the Returning Veteran's Needs...

- When they are ready
- Where they live
- In the most effective manner

If we could only get the providers
and respective agencies to
understand



Universal Truth #1

Clients are more concerned about receiving services than your agency's structure.

Universal Truth #2

No service agency can do it all...

Universal Truth #3

Collaboration and cooperation
result in better outcomes...

NY Veteran Services Coalition

- VA VISN 2
- VA VISN 3
- NYS Division of Veterans Affairs
- VA Regional Office Buffalo
- VA Regional Office New York
- National Cemetery Administration
- VA Vet Centers

The New York Experience:

- ◆ 1) OIF/OEF Efforts
 - ◆ a) Implemented Day-long State-wide Planning Conference
 - ◆ b) Agency Service Assessment
 - ◆ c) MOU with Guard and Reserves
 - ◆ d) State/VA Training on PTSD & TBI
 - ◆ e) Development of brochures on PTSD, TBI and VA Services for State Agencies staff and patients
 - ◆ f) Bereavement Counseling,; National Cemetery Administration/Vet Centers
 - ◆ g) Education @ Re-Entry VBA, VHA, Vet Centers
 - ◆ h) Tele-psych VA/DOD
 - ◆ i) Consumer Council Family/Community Education
 - ◆ j) OTDA State-Wide Training
 - ◆ k) State DOCs-Change in Intake Form/Veteran Identification

Behavioral Health Partnerships

- VHA Behavioral Health Network Staff
- NY State Office of Mental Health Staff
- NY State Office of Alcoholism and Substance Abuse Services Staff
- NY State Office of Temporary and Disability Assistance
- NY State Department of Health
- Department of Corrections

Why this stuff works....

- Agencies focus on the customer.
- Agencies make cooperation part of their mission.
- Coalitions are built first on trust.
- Projects are often “ad hoc” affairs

Cooperation as part of the Mission

- Involves every level of an organization.
- Agency culture encourages sharing strengths and weaknesses with others.
- “Turf” is something you walk on and not something you protect.

Build on Trust

- Personal relationships are important.
- Nobody has all the good ideas (or bad ones).
- First make the deal, then write the MOU.

Questions????